

PAYING PENALTIES IN eSERVICES

User Documentation



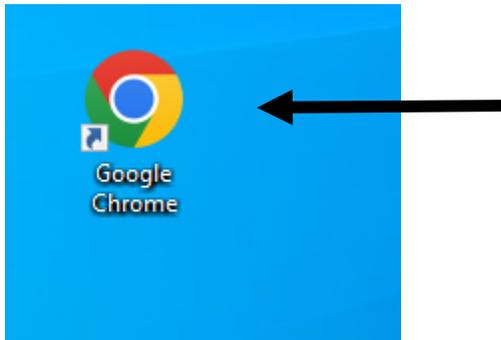
Version 1.0
8/1/2022

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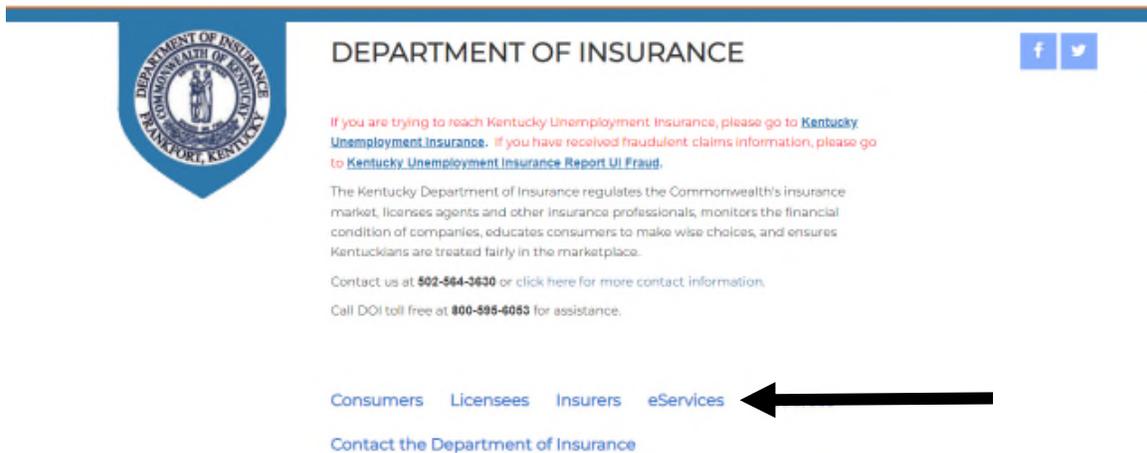
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Accessing the Application

1. Click your browser to access the web.



2. Access the Kentucky DOI website here:
https://insurance.ky.gov/ppc/new_default.aspx
3. Click the eServices log in on the DOI webpage:



4. Either log into your eServices account, or create a new one.

The screenshot shows the eServices login interface. At the top, a blue header reads "Attention eServices Users". Below it, a message states: "eServices has transitioned to the Kentucky Online Gateway (KOG) for user credentials (ID and password) and login functionality. [click here](#) for more information on KOG." A second blue header reads "Account Setup Instructions - Please Read". Below this, there are two columns of bullet points: the left column lists "Business Entities", "Insurers", "Individuals", and "Consumers"; the right column lists "Received an Email Invitation" and "Individuals with Permission Issue". A yellow highlighted warning message reads: "If you have created an account before September 23rd 2019, Your Username and Password will not work. You have to register by clicking on Create Account." Below this, three options are presented: "Click below to Create a KOG eServices account" with a "Create Account" button, "OR" "Click below to Request a new role, or Add new Entities" with a "Request Roles" button, and "OR" "Click below only if you have successfully created an account with Kentucky Online Gateway (KOG)." with a "Login to eServices" button. Two large black arrows point from the right towards the "Request Roles" and "Login to eServices" buttons.

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NOTE:

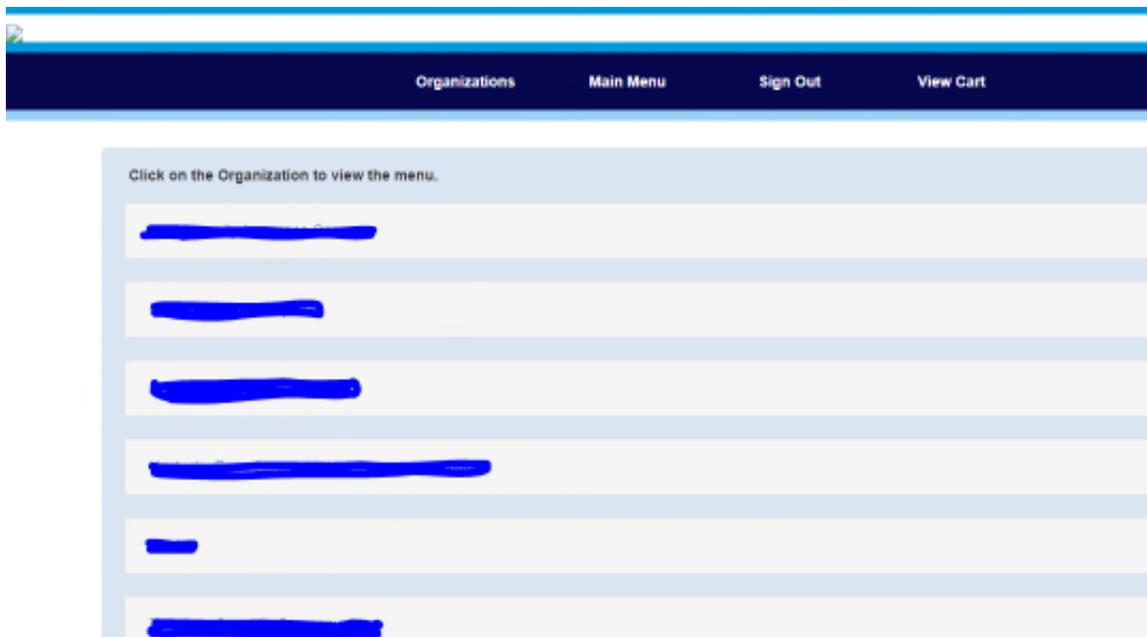
- Agents would use account type = Individual
- Agencies would use account type = Business Entity
- Companies would use account type = Insurer Annual Financial Statement

Accessing the Account

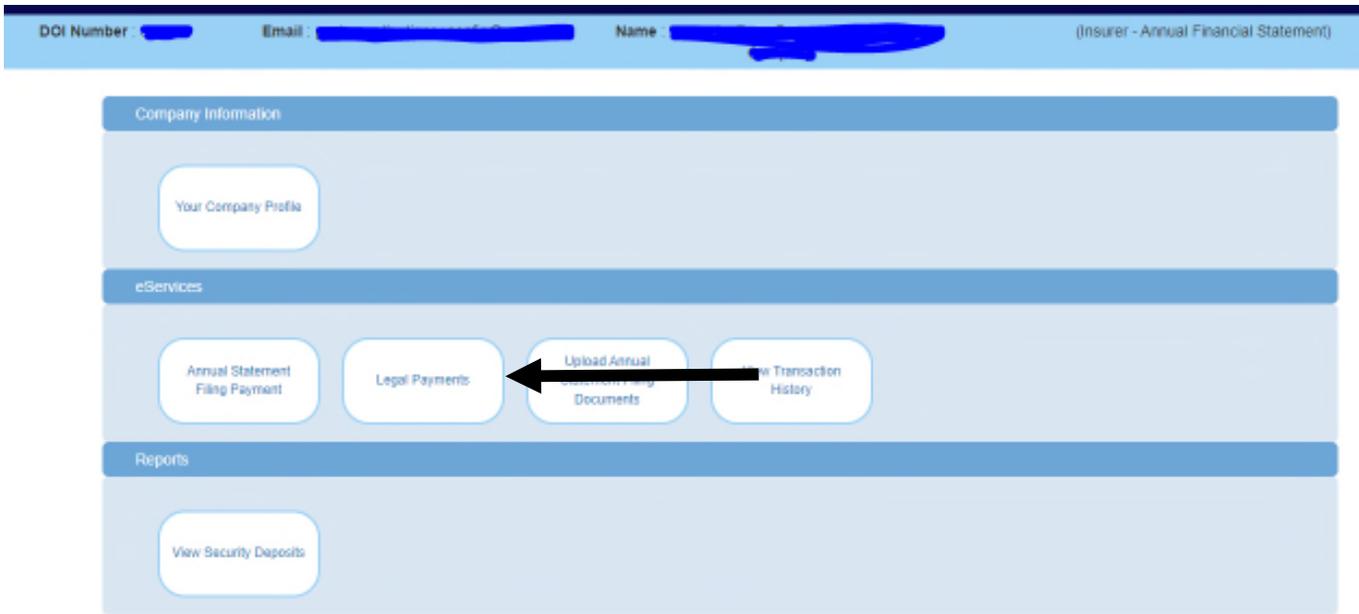
Company Access

1. After log in, the initial screen will display all Companies associated with the account:

NOTE: You can hook more than one company to an existing account by matching the Kentucky DOI ID to your email, when setting the account up, for the same account type.



2. Click the applicable company
3. The payment function is found here:



Agent/Business Entity Access

1. After log in, the screen will display a "Legal Payments" tile.



2. Any applicable penalty will be shown.

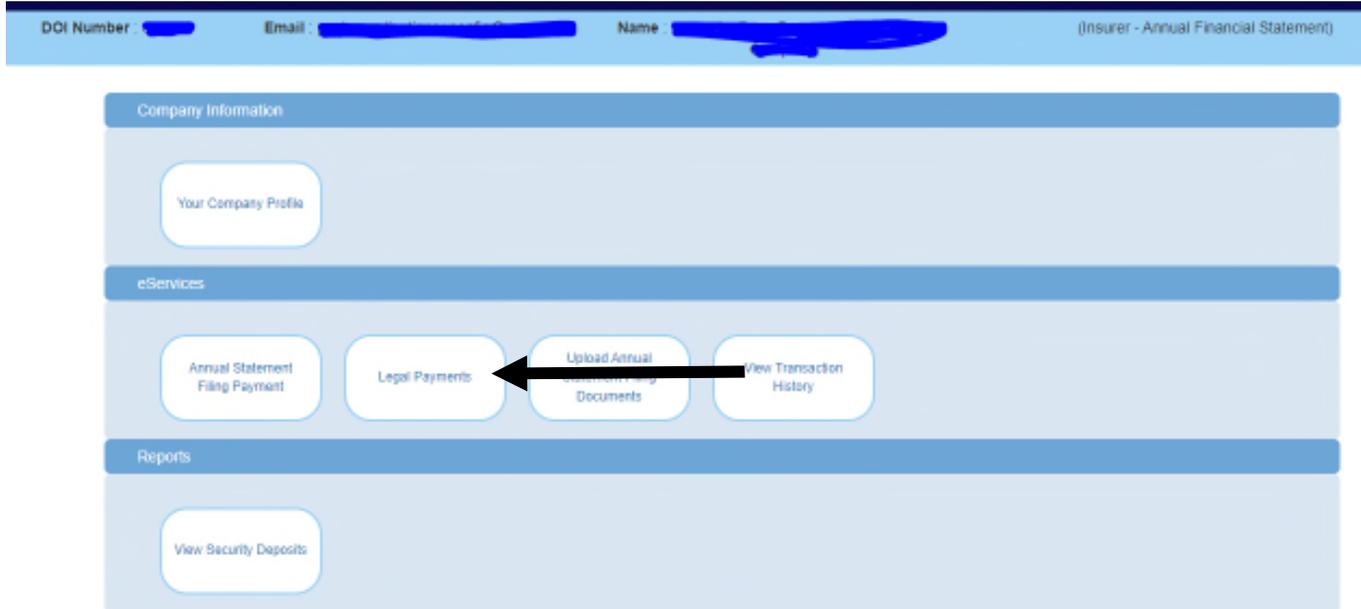
LEGAL PAYMENTS

Select	Name	Order Number	Due Date	Amount Due	Amount Paid	Total Amount Due
<input type="checkbox"/>	[REDACTED]	2022-00008	6/17/2022	500.00	0.00	500.00
<input type="checkbox"/>	[REDACTED]	2022-00030	5/18/2022	15,000.00	0.00	15,000.00

Submit

Making the Payment

1. Click here to access legal payments.



2. Any applicable penalty will be shown.

LEGAL PAYMENTS

Select	Name	Order Number	Due Date	Amount Due	Amount Paid	Total Amount Due
<input type="checkbox"/>	[REDACTED]	2022-08029	7/11/2022	1,555.00	0.00	1,555.00

Submit

Select the record that you wish to pay by clicking the "Select" box, then "Submit"...

3. Click "Checkout/Complete Order" to continue with the payment.

TRANSACTION / ORDER INFORMATION

To remove any item from your order, click on the checkbox and press "Remove".

Forms Completed by User: [Financial DOJ]

Remove	Description	Fee(s)
<input type="checkbox"/>	Legal Payments - [REDACTED]	\$1,555.00
		Total Amount Due
		\$1,555.00

Remove

Checkout / Complete Order Continue Shopping Cancel Order

NOTE: You may cancel the payment by clicking "Cancel Order" or by clicking the "Remove" box, and then "Remove"

4. Select the payment method (ACH (eCheck) or Credit Card).

The screenshot shows the KY Department of Insurance payment selection interface. It features two main sections: 'Select Payment Type' and 'Indicate IAT ACH Information'. The 'Select Payment Type' section has two buttons: 'ACH / ELECTRONIC CHECK' (highlighted in green) and 'CREDIT CARD'. The 'Indicate IAT ACH Information' section asks 'Is this an international ACH transaction (IAT)?' with radio buttons for 'Yes' and 'No' (selected). A 'CANCEL' button and a link to 'Cancel and return to Department of Insurance' are also present. On the right, a 'Summary' table shows the following details:

Summary	
Legal Payments - (██████████)	\$1,555.00
Item Price: \$1,555.00	
Quantity: 1	
Sub Total	\$1,555.00
Service Fee	\$1.00
Total	\$1,556.00

At the bottom of the page, there are links for 'Policies', 'Security', 'Disclaimer', and 'Accessibility', along with the 'TEAM KENTUCKY' logo and copyright information: '© 2022 Commonwealth of Kentucky. All rights reserved. Kentucky.gov'.

NOTE: A 3% service charge is added for using a credit card. A \$1.00 fee is assessed for ACH.

5. For ACH, enter the relevant data.

KY Department of Insurance

Select Payment Type

ACH / ELECTRONIC CHECK **CREDIT CARD**

Account Details

Account Type (required)
Checking

Routing Number (required) Verify Routing Number (required)

Account Number (required) Verify Account Number (required)

Account Holder Details

Name (required) Country (required)
United States

Address Line 1 (required) Address Line 2

City (required) State (required) Zip Code (required)
KY

Phone Number (required)

NEXT [Cancel and return to Department of Insurance](#)

Click "Next"...

Summary	
Legal Payments - (██████████)	\$1,555.00
Item Price: \$1,555.00	
Quantity: 1	
Sub Total	\$1,555.00
Service Fee	\$1.00
Total	\$1,556.00

Or..

Select Credit Card, and enter the relevant data.

The screenshot shows a web form for the KY Department of Insurance. The 'Select Payment Type' section has two options: 'ACH / ELECTRONIC CHECK' and 'CREDIT CARD'. The 'CREDIT CARD' option is selected. Below this is the 'Card Details' section with fields for Card Number, Expiration Date (01/2022), and Security Code. There are also logos for Discover, American Express, Mastercard, and Visa. The 'Cardholder Details' section includes fields for Name, Country (United States), Address Line 1, Address Line 2, City, State (KY), and Zip Code. A 'NEXT' button is at the bottom left, with a callout box pointing to it that says 'Click "Next"...'. A 'Summary' table is on the right side of the form.

Legal Payments - 0000.00000	\$1,555.00
Item Price: \$1,555.00	
Quantity: 1	
Sub Total	\$1,555.00
Service Fee	\$45.87
Total	\$1,600.87

6. Complete the Transaction by clicking "Pay Now".

Credit Card

KY Department of Insurance

Visa Card Details [EDIT](#)

Card Number [REDACTED] Expiration Date [REDACTED]

Cardholder Details [EDIT](#)

[REDACTED]
Frankfort, KY 40601 United States

PAY NOW ←

[Cancel and return to Department of Insurance](#)

Legal Payments - ([REDACTED])	\$1,555.00
Item Price: \$1,555.00	
Quantity: 1	
Sub Total	\$1,555.00
Service Fee	\$45.87
Total	\$1,600.87

Policies Security Disclaimer Accessibility

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ACH

KY Department of Insurance

Account Type Checking [EDIT](#)

Routing Number [REDACTED] Account Number [REDACTED]

Account Holder Details [EDIT](#)

[REDACTED] Phone Number [REDACTED]
Frankfort, KY 40601 United States

PAY NOW ←

[Cancel and return to Department of Insurance](#)

Legal Payments - ([REDACTED])	\$1,555.00
Item Price: \$1,555.00	
Quantity: 1	
Sub Total	\$1,555.00
Service Fee	\$1.00
Total	\$1,556.00

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7. A confirmation is presented if the transaction is successful.

TRANSACTION DETAILS

Transaction Details	Payment Summary										
Your order has been processed.	<table border="1"><thead><tr><th>Description</th><th>Amount</th></tr></thead><tbody><tr><td>Legal Payments - (██████████)</td><td>\$1,555.00</td></tr><tr><td>Quantity : 1</td><td></td></tr><tr><td>Portal Administration Fee:</td><td>\$45.87</td></tr><tr><td>Total Charged:</td><td>\$1,600.87</td></tr></tbody></table>	Description	Amount	Legal Payments - (██████████)	\$1,555.00	Quantity : 1		Portal Administration Fee:	\$45.87	Total Charged:	\$1,600.87
Description	Amount										
Legal Payments - (██████████)	\$1,555.00										
Quantity : 1											
Portal Administration Fee:	\$45.87										
Total Charged:	\$1,600.87										
Order Number: 64793028											
Transaction Status : Complete											
Transaction Date: 7/26/2022 9:48:46 AM											
Account Holder Information											
Name ██████████											
Address: ██████████ Frankfort, KY 40501											
Payment Method: Visa Ending With ██████████											

[Print copy of invoice](#) | [Click here to return to the main menu](#)